

COVID-19 Coronavirus

We are monitoring the evolving situation regarding the COVID-19 virus. We remain committed to providing uninterrupted support to our clients and are prepared to activate our Business Continuity Plan (BCP) if it becomes necessary.

We have several processes in place to ensure the safety of our workforce and also to ensure that any potential disruptions to our clients are minimal. Our teams are well equipped to perform their job functions remotely through our proactive measures to provide remote workstations, soft phone capabilities, VPN access, internet bandwidth, and access to required applications for clients. Our BCP includes, but is not limited to, the following:

- Bank transmissions containing direct deposits, ACH transactions and payroll tax payments will be processed in a timely manner
- All electronic communications can be securely accessed remotely by team members
- Provisions to complete all standard daily audits, checks and balances
- Preparations to perform all standard backups

We are following the advice of public health officials and will continue to take all appropriate precautionary measures. CSC Paymaster has:

- Educated our staff on proper handwashing, personal hygiene and prevention
- Instituted the practice of daily disinfecting of desks, phones, handrails, doorknobs and common areas
- Limited interpersonal contact with the public by relocating reception and the payroll pick up area to an isolated office, separate from the main office area
- Rescheduled on and off-site meetings to connect remotely rather than in-person
- Connected with our 3rd party vendors, to ensure they have BCP's in place to provide uninterrupted service

Our highest priority is the safety of our employees and being able to provide our clients with excellent, dependable customer service. Our primary focus is to make every effort to process payrolls on time and to ensure all employees receive their pay as expected and without delay.

We will continue to review and refine our approach and will keep our clients updated as the situation evolves.

The Management Team of CSC Paymaster, Inc.
3.13.2020